DPINION RESEARCH

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WILSON PERKINS ALLEN OPINION RESEARCH

324 Second Street, SE Washington, DC 20003 405.286.6500 WPA ID: 13-105

www.wparesearch.com NOCC_CITIZEN SATISFACTION SURVEY_AUGUST 2013_MQ_130829.DOCX **ADULTS** AUGUST 26-28, 2013 SAMPLE: n=600 Adults (n=75 per district) NO CODE/ASK ALL OUESTIONS/NOTE DIFFERENCES IN QUESTION BY SAMPLE SPECIFICATION INTRODUCTION: Good evening. My name is _____ and I'm calling from Wilson Perkins Allen Opinion Research, a national public opinion firm. This evening we're conducting a short scientific survey about issues facing the City of New Orleans and we'd like to get your opinions. All of your responses will remain completely confidential and you will not be identified by name or by telephone number in any reports of this information. DO NOT PAUSE First, are you or any member of your immediate family, such as your spouse, parents or children, a member 1. of the news media, or a Public Relations company, a police officer, or an employee of the City of New Orleans? IF YES, ASK; Are you an employee of the City of New Orleans? Yes, not New Orleans employee.....TERMINATE 2. No/All other96% 3. 2. And in what year were you born? TERMINATE IF UNDER 18, RECODE INTO AGE CATEGORIES

Under 18 ask for member of household over 18......GO TO Q1

DK / RefusedTERMINATE

YesTERMINATE

And have you ever been convicted of a felony or been imprisoned for committing a felony?

| No/All other | 100% |
|--------------|------|
| | |
| | |
| | |



4. Now, thinking about the police department here in New Orleans, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with the New Orleans Police Department overall?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

| | TOTAL SATISFIED | Aug '09 33% | Aug '10 50% | Feb '11 60% | <u>Aug '11</u> 47% | Feb '12 61% | Aug <u>'12</u> 56% | Mar. '13 58% | Aug '13 58% |
|----|---------------------------------------|----------------|----------------|----------------|-----------------------|----------------|-----------------------|-----------------|----------------|
| | TOTAL UNSATISFIED | 60% | 42% | 34% | 46% | 33% | 35% | 33% | 36% |
| 1. | Very Satisfied | 9% | 16% | 18% | 14% | 21% | 17% | 23% | 21% |
| 2. | Somewhat Satisfied | 24% | 34% | 42% | 32% | 40% | 39% | 35% | 36% |
| 3. | Neither Satisfied nor Unsatisfied DNR | 5% | 4% | 6% | 6% | 5% | 9% | 8% | 4% |
| 4. | Somewhat Unsatisfied | 28% | 15% | 14% | 19% | 15% | 17% | 16% | 15% |
| 5. | Very Unsatisfied | 32% | 27% | 20% | 27% | 18% | 18% | 18% | 22% |
| 6. | Don't Know/Refused DNR | 2% | 3% | <1% | 2% | 1% | <1% | 1% | 2% |

5. And thinking about police performance in your neighborhood, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with police performance in your neighborhood overall?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

| | TOTAL SATISFIED | Mar. <u>13</u> 66% | Aug <u>13</u> 74% |
|----|---------------------------------------|-----------------------|----------------------|
| | TOTAL UNSATISFIED | 26% | 20% |
| 1. | Very Satisfied | 34% | 34% |
| 2. | Somewhat Satisfied | 32% | 39% |
| 3. | Neither Satisfied nor Unsatisfied DNR | 6% | 4% |
| 4. | Somewhat Unsatisfied | 10% | 8% |
| 5. | Very Unsatisfied | 15% | 12% |
| 6. | Don't Know/Refused DNR | 2% | 2% |



Next I am going to read you some specific aspects of the New Orleans Police Department's job. For each one please tell me whether you are ROTATE satisfied or unsatisfied END ROTATION with the New Orleans Police Department in that area.

IF SATISFIED/UNSATISFIED, ASK:

And, would you say are VERY (satisfied/unsatisfied) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

| | | | Total Sat | Very Sat 1. | Smwt Sat 2. | Neither Sat nor Unsat DNR 3. | Smwt Unsat 4. | Very Unsat 5. | Total Unsat | DK/ Ref DNR 6. |
|----|--|----------------|--------------|-------------------|-------------------|---------------------------------------|---------------------|---------------------|----------------|-------------------------|
| | | <u>Aug '09</u> | 33% | 7% | 26% | 2% | 26% | 37% | 63% | 1% |
| | | <u>Aug '10</u> | 40% | 14% | 26% | 4% | 19% | 34% | 52% | 4% |
| | | <u>Feb '11</u> | 47% | 14% | 34% | 6% | 17% | 28% | 45% | 2% |
| 6. | Efforts to address violent | <u>Aug '11</u> | 50% | 12% | 38% | 3% | 16% | 28% | 44% | 3% |
| | crime | Feb '12 | 56% | 22% | 34% | 5% | 16% | 22% | 37% | 1% |
| | | <u>Aug '12</u> | 46% | 17% | 29% | 3% | 18% | 30% | 47% | 4% |
| | | March '13 | 55% | 19% | 35% | 5% | 17% | 22% | 39% | 1% |
| | | <u>Aug '13</u> | 60% | 25% | 35% | 3% | 14% | 21% | 35% | 2% |
| | | | | | | | | | | |
| | | <u>Aug '09</u> | 39% | 7% | 32% | 3% | 25% | 30% | 56% | 3% |
| | | <u>Aug '10</u> | 51 % | 17% | 34% | 8% | 14% | 24% | 38% | 3% |
| | | Feb '11 | 56% | 15% | 41% | 7% | 16% | 17% | 33% | 4% |
| 7. | Efforts to address crimes | <u>Aug '11</u> | 52% | 17% | 35% | 6% | 17% | 22% | 39% | 3% |
| | against property, like homes and businesses. | Feb '12 | 58% | 23% | 35% | 7% | 14% | 18% | 32% | 3% |
| | | <u>Aug '12</u> | 55% | 22% | 33% | 5% | 15% | 19% | 35% | 5% |
| | | March '13 | 59% | 23% | 36% | 6% | 14% | 16% | 30% | 4% |
| | | <u>Aug '13</u> | 59% | 21% | 38% | 7% | 13% | 16% | 29% | 5% |
| | | | | | | | | | | |
| | | <u>Aug '09</u> | 19% | 5% | 14% | 3% | 20% | 55% | 75% | 3% |
| | | <u>Aug '10</u> | 27% | 9% | 18% | 6% | 16% | 47% | 63% | 5% |
| | | <u>Feb '11</u> | 31% | 9% | 23% | 5% | 20% | 40% | 61% | 3% |
| 8. | Getting drugs off the | <u>Aug '11</u> | 29% | 10% | 19% | 5% | 20% | 42% | 62% | 4% |
| | streets | Feb '12 | 33% | 11% | 22% | 8% | 17% | 37% | 54% | 5% |
| | | <u>Aug '12</u> | 38% | 14% | 24% | 5% | 13% | 42% | 55% | 3% |
| | | March '13 | 42% | 18% | 24% | 4% | 18% | 34% | 52% | 2% |
| | | <u>Aug '13</u> | 42% | 16% | 26% | 5% | 15% | 37% | 52% | 2% |



| | | | Tatal | Very | Smwt | Neither Sat | Smwt | Very | Total | DK/ Ref |
|-----|---|----------------|--------------|-----------|-----------|-------------|-------------|-------------|----------------|------------|
| | | | Total Sat | Sat 1. | Sat 2. | DNR 3. | Unsat 4. | Unsat 5. | Total Unsat | DNR 6. |
| | | <u>Aug '09</u> | 55% | 18% | 38% | 7% | 15% | 20% | 35% | 3% |
| | | <u>Aug '10</u> | 56% | 22% | 34% | 7% | 13% | 21% | 34% | 3% |
| | | <u>Feb '11</u> | 62% | 24% | 38% | 5% | 15% | 16% | 31% | 2% |
| 9. | Enforcing traffic laws | <u>Aug '11</u> | 57% | 24% | 33% | 3% | 16% | 20% | 37% | 4% |
| | | <u>Feb '12</u> | 63% | 29% | 34% | 6% | 13% | 16% | 28% | 2% |
| | | Aug '12 | 60% | 28% | 32% | 6% 6% | 11% | 20% | 31% | 4 % |
| | | March '13 | 57% | 27% | 30% | 6% 5% | 17% | 16% | 34% | 3% |
| | | <u>Aug '13</u> | 65% | 28% | 37% | 5% | 13% | 16% | 28% | 2% |
| | | Aug '09 | 41% | 10% | 31% | 5% | 25% | 27% | 52% | 2% |
| | | Aug '10 | 50% | 19% | 31% | 7% | 14% | 26% | 40% | 3% |
| | | Feb '11 | 65% | 22% | 43% | 4% | 13% | 14% | 28% | 3% |
| 10. | Cooperating with the | Aug '11 | 55% | 17% | 38% | 5% | 19% | 19% | 38% | 3% |
| | public to address their concerns | Feb '12 | 61% | 26% | 35% | 6% | 13% | 17% | 30% | 3% |
| | 0011001113 | <u>Aug '12</u> | 62% | 22% | 40% | 6% | 12% | 18% | 30% | 2% |
| | | March '13 | 63% | 25% | 38% | 8% | 11% | 17% | 28% | 1% |
| | | <u>Aug '13</u> | 61% | 23% | 38% | 7% | 14% | 15% | 29% | 3% |
| | | | | | | | | | | <u>,</u> |
| | | <u>Aug '09</u> | 40% | 7% | 33% | 6% | 24% | 25% | 49% | 5% |
| | | <u>Aug '10</u> | 37% | 12% | 25% | 8% | 17% | 34% | 51% | 3% |
| | | <u>Feb '11</u> | 45% | 12% | 33% | 7% | 24% | 22% | 46% | 2% |
| 11. | The honesty and integrity of New Orleans Police | <u>Aug '11</u> | 37% | 11% | 26% | 5% | 24% | 32% | 56% | 3% |
| | officers | Feb '12 | 49% | 18% | 31% | 7% | 18% | 23% | 41% | 3% |
| | | <u>Aug '12</u> | 52% | 18% | 34% | 5% | 16% | 24% | 40% | 3% |
| | | March '13 | 51% | 20% | 31% | 7% | 17% | 23% | 39% | 2% |
| | | <u>Aug '13</u> | 56% | 20% | 36% | 6% | 12% | 22% | 34% | 4% |
| | | | | | | | | | | |
| | | <u>Aug '09</u> | 49% | 10% | 39% | 5% | 22% | 21% | 44% | 3% |
| | | <u>Aug '10</u> | 48% | 18% | 30% | 6% | 16% | 26% | 42% | 3% |
| | | <u>Feb '11</u> | 56% | 18% | 38% | 7% | 20% | 16% | 36% | 1% |
| 12. | The professionalism of New Orleans Police | <u>Aug '11</u> | 51% | 17% | 35% | 3% | 20% | 24% | 44% | 2% |
| | officers | Feb '12 | 61% | 24% | 37% | 5% | 16% | 16% | 32% | 2% |
| | | <u>Aug '12</u> | 60% | 26% | 34% | 3% | 15% | 20% | 34% | 3% |
| | | March '13 | 61% | 23% | 39% | 9% | 11% | 17% | 28% | 1% |
| | | <u>Aug '13</u> | 66% | 26% | 40% | 3% | 13% | 16% | 29% | 2% |



| | | | | | | Neither Sat | | | | DK/ |
|-----|--------------------------------------|------------------------|-------|-------------|-------------|------------------|---------------|---------------|-------|------------|
| | | | Total | Very Sat | Smwt Sat | nor Unsat DNR | Smwt Unsat | Very Unsat | Total | Ref DNR |
| | | | Sat | 1. | 2. | 3. | 4. | 5. | Unsat | 6. |
| | | <u>Aug '09</u> | 50% | 11% | 38% | 6% | 21% | 20% | 41% | 3% |
| | | <u>Aug '10</u> | 45% | 15% | 30% | 8% | 15% | 29% | 44% | 3% |
| | | Feb '11 | 58% | 17% | 41% | 6% | 16% | 17% | 33% | 3% |
| 13. | The general attitude and | ior of officers toward | 35% | 4% | 19% | 24% | 43% | 3% | | |
| | citizens | Feb '12 | 57% | 21% | 36% | 5% | 15% | 19% | 34% | 4% |
| | | Aug '12 | 55% | 24% | 31% | 5% | 16% | 19% | 35% | 4% |
| | | March '13 | 58% | 22% | 36% | 10% | 15% | 17% | 32% | 1% |
| | | Aug '13 | 61% | 23% | 38% | 8% | 11% | 18% | 29% | 2% |
| | | | | | | | | | | |
| | | Aug '09 | 43% | 8% | 34% | 5% | 30% | 19% | 49% | 3% |
| | | <u>Aug '10</u> | 46% | 15% | 32% | 5% | 17% | 28% | 46% | 3% |
| | | Feb '11 | 54% | 14% | 40% | 6% | 22% | 17% | 39% | 1% |
| 14. | The overall competence of | <u>Aug '11</u> | 45% | 10% | 35% | 5% | 22% | 24% | 47% | 3% |
| | the New Orleans Police Department | Feb '12 | 57% | 20% | 37% | 11% | 11% | 19% | 30% | 2% |
| | | Aug '12 | 55% | 21% | 34% | 4% | 17% | 22% | 38% | 2% |
| | | March '13 | 60% | 23% | 37% | 7% | 13% | 17% | 30% | 3% |
| | | <u>Aug '13</u> | 60% | 20% | 40% | 6% | 13% | 17% | 30% | 3% |



Now, thinking about your personal safety...

Please tell me if you ROTATE agree or disagree END ROTATION with each of the following statements:

IF AGREE/DISAGREE, ASK:

And, would you say STRONGLY (agree/disagree) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

| (1 | insty float, one is | - | | | | Neither Agree / | | | | |
|-----|----------------------------|-----------------|----------------|-------------------------|-------------------------|--------------------|----------------------------|----------------------------|-------------------|----------------------|
| | | | Total Agree | Strongly Agree 1. | Somewhat Agree 2. | Disagree DNR 3. | Somewhat Disagree 4. | Strongly Disagree 5. | Total Disagree | DK/ Ref DNR 6. |
| | | Aug '09 | 69% | 31% | 38% | 2% | 15% | 14% | 29% | 0% |
| | | <u>Aug '10</u> | 76% | 49% | 27% | 1% | 8% | 15% | 23% | <1% |
| | | Feb '11 | 74% | 37% | 37% | 1% | 12% | 12% | 25% | <1% |
| 15. | I feel safe in my own | <u>Aug '11</u> | 77% | 46% | 32% | 3% | 10% | 10% | 20% | 0% |
| | neighborhood | Feb '12 | 81% | 53% | 29% | 1% | 6% | 11% | 17 % | <1% |
| | | <u>Aug '12</u> | 79% | 47% | 31% | 1% | 7% | 13% | 21% | 0% |
| | | March '13 | 79% | 54% | 25% | 1% | 8% | 11% | 19% | 1% |
| | | Aug '13 | 85% | 54% | 31% | <1% | 9% | 5% | 14% | 0% |
| | | | - 40/ | 201 | | - | 2201 | 2221 | | 40/ |
| | | <u>Aug '09</u> | 34% | 6% | 28% | 7% | 29% | 29% | 58% | 1% |
| | | <u>Aug '10</u> | 44% | 20% | 24% | 6% | 19% | 28% | 47% | 3% |
| 16. | I feel safe visiting other | Feb '11 | 45% | 14% | 31% | 6% | 21% | 26% | 48% | 1% |
| | areas in New Orleans, | <u> Aug '11</u> | 42% | 11% | 31% | 5% | 22% | 28% | 50% | 3% |
| | outside of my own | Feb '12 | 39% | 14% | 25% | 4% | 18% | 36% | 54% | 3% |
| | neighborhood | Aug '12 | 51 % | 15% | 36% | 5% | 18% | 25% | 44% | 1% |
| | | March '13 | 45% | 19% | 26% | 7% | 20% | 28% | 48% | <1% |
| | | <u>Aug '13</u> | 52% | 17% | 35% | 3% | 21% | 23% | 44% | 2% |

17. Have you or any member of your household been the victim of a crime during the past twelve months?

| | | <u> Aug '09</u> | <u>Aug '10</u> | Feb '11 | <u> Aug '11</u> | Feb '12 | <u> Aug '12</u> | March '13 | <u>Aug '13</u> |
|----|------------------------|-----------------|----------------|---------|-----------------|---------|-----------------|-----------|----------------|
| 1. | Yes | 14% | 12% | 11% | 14% | 12% | 12% | 10% | 9% |
| 2. | No | 86% | 87% | 89% | 85% | 88% | 88% | 90% | 91% |
| 3. | Don't Know/Refused DNR | <1% | <1% | 0% | 1% | <1% | 0% | <1% | 0% |



IF Q17:1 ASK:

N=56

18. Please tell me, specifically, what the crime was. VERBATIM RESPONSES CODED BELOW

| | TOTAL VIOLENT CRIME TOTAL PROPERTY CRIME | Aug <u>'10</u> 19% 69% | Feb '11 17% 66% | Aug '11 24% 60% | Feb '12 9% 58% | Aug '12 13% 73% | March '13 23% 66% | Aug <u>13</u> 7% 87% |
|-----|--|------------------------------|-----------------------|-----------------------|----------------------|-----------------------|-------------------------|----------------------------|
| 7. | Theft / Larceny | 29% | 22% | 16% | 14% | 4% | 18% | 34% |
| 5. | Burglary | 14% | 11% | 17% | 18% | 41% | 36% | 22% |
| 6. | Motor vehicle theft | 23% | 22% | 24% | 24% | 24% | 16% | 14% |
| 2. | Robbery | 12% | 11% | 14% | 8% | 10% | 18% | 12% |
| 4. | Simple assault | 6% | 9% | 10% | 1% | 3% | 2% | 7% |
| 8. | Vandalism | 3% | 11% | 2% | 2% | 7% | 4% | 5% |
| 1. | Rape / Sexual assault | 0% | 1% | 0% | 0% | 0% | 0% | 0% |
| 3. | Aggravated assault | 1% | 6% | 1% | 0% | 0% | 7% | 0% |
| 9. | All other crime (specify) | 5% | 5% | 11% | 28% | 11% | 10% | 5% |
| 10. | DK/ Refused DNR | 6% | 3% | 5% | 6% | 0% | 7% | 4% |

IF Q17:1 ASK:

N=56

19. Did the crime occur in New Orleans or Orleans Parish or somewhere else?

| | | <u> Aug '10</u> | <u>Feb '11</u> | <u> Aug '11</u> | Feb '12 | <u>Aug '12</u> | March '13 | <u>Aug '13</u> |
|----|------------------------------|-----------------|----------------|-----------------|---------|----------------|-----------|----------------|
| 1. | New Orleans / Orleans Parish | 100% | 87% | 93% | 90% | 97% | 91% | 97% |
| 2. | Somewhere else | 0% | 13% | 7% | 10% | 3% | 9% | 1% |
| 3. | DK/ Refused DNR | 0% | 0% | 0% | 0% | 0% | 0% | 2% |

IF Q19:1 ASK:

V=54

20. Did the crime occur in your neighborhood?

| | | Maion 20 | , tub |
|----|-----------------|----------|-------|
| 1. | Yes | 78% | 78% |
| 2. | No | 22% | 22% |
| 3. | DK/ Refused DNR | 0% | 1% |

IF Q19:1, ASK:

N=54

21. And did you report the crime to the New Orleans Police Department?

| | | <u> Aug '10</u> | Feb '11 | Aug '11 | Feb '12 | <u>Aug '12</u> | March '13 | <u>Aug '13</u> |
|----|------------------------|-----------------|---------|---------|---------|----------------|-----------|----------------|
| 1. | Yes | 79% | 82% | 84% | 78% | 92% | 75% | 87% |
| 2. | No | 20% | 15% | 14% | 13% | 7% | 22% | 13% |
| 3. | Don't Know/Refused DNR | 2% | 0% | 2% | 8% | 0% | 3% | 0% |

March '13

Aug '13



22. Have you had any contact with officers of the New Orleans Police Department in the past 12 months?

| | | Aug '09 | Aug '10 | Feb '11 | <u> Aug '11</u> | Feb '12 | <u> Aug '12</u> | March '13 | Aug '13 |
|----|------------------------|---------|---------|---------|-----------------|---------|-----------------|-----------|---------|
| 1. | Yes | 43% | 41% | 39% | 39% | 31% | 34% | 25% | 29% |
| 2. | No | 57% | 59% | 60% | 61% | 69% | 66% | 75% | 71% |
| 3. | Don't Know/Refused DNR | <1% | <1% | <1% | <1% | <1% | 0% | <1% | 1% |

IF Q22:1, ASK

N=172

23. Was this contact initiated by you or by the police officer?

| | | <u>Aug '09</u> | <u>Aug '10</u> | Feb '11 | <u> Aug '11</u> | Feb '12 | <u>Aug '12</u> | March '13 | <u> Aug '13</u> |
|----|------------------------|----------------|----------------|---------|-----------------|---------|----------------|-----------|-----------------|
| 1. | Respondent | 55% | 54% | 52% | 58% | 57% | 56% | 52% | 65% |
| 2. | Police officer | 26% | 25% | 27% | 24% | 17% | 30% | 28% | 21% |
| 3. | Both DNR | 9% | 14% | 12% | 12% | 13% | 8% | 9% | 9% |
| 4. | Neither DNR | 9% | 6% | 5% | 6% | 10% | 5% | 9% | 3% |
| 5. | Don't Know/Refused DNR | 2% | 1% | 3% | <1% | 3% | 1% | 1% | 2% |

IF Q22:1, ASK

N=172

24. And what was the immediate result of your contact with the New Orleans Police Officer? RANDOMIZE

| | | March '13 | <u>Aug '13</u> |
|----|---|-----------|----------------|
| 1. | Officer wrote a ticket | 6% | 12% |
| 3. | Officer made an arrest | 3% | 5% |
| 2. | Officer issued a summons to appear in court | 5% | 4% |
| 4. | Officer issued a warning | 4% | 1% |
| 5. | Nothing DNR | 63% | 63% |
| 6. | Don't Know/Refused DNR | 19% | 16% |

IF Q22:1, ASK

N=172

How clearly did the police officer explain the reason for the contact or interaction? Would you say it was explained ROTATE TOP-TO-BOTTOM, BOTTOM-TO-TOP very clearly, somewhat clearly, not that clearly, or not at all clearly?

| | TOTAL CLEARLY | March '13 61% | <u>Aug '13</u> 70% |
|----|------------------------|------------------|-----------------------|
| | TOTAL NOT CLEARLY | 19% | 19% |
| 1. | Very Clearly | 47% | 48% |
| 2. | Somewhat Clearly | 15% | 22% |
| 3. | Don't Know/Refused DNR | 19% | 11% |
| 4. | Not that Clearly | 6% | 2% |
| 5. | Not at all Clearly | 14% | 17% |



IF Q22:1, ASK

N=172

And did the officer explain to you what you had to do once the contact was over?

| | | March '13 | <u> Aug '13</u> |
|----|------------------------|-----------|-----------------|
| 1. | Yes | 55% | 66% |
| 2. | No | 21% | 26% |
| 3. | Don't Know/Refused DNR | 24% | 8% |

IF Q22:1, ASK

N=172

27. Overall, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with the way the police officer handled your situation?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

| | TOTAL SATISFIED | March '13 72% | Aug <u>13</u> 63% |
|----|---------------------------------------|------------------|----------------------|
| | TOTAL UNSATISFIED | 21% | 31% |
| | | | |
| 1. | Very Satisfied | 45% | 42% |
| 2. | Somewhat Satisfied | 27% | 21% |
| 3. | Neither Satisfied nor Unsatisfied DNR | 5% | 2% |
| 4. | Somewhat Unsatisfied | 6% | 8% |
| 5. | Very Unsatisfied | 15% | 23% |
| 6. | Don't Know/Refused DNR | 3% | 4% |

28. Have you called or visited any New Orleans City Police Station in the past 12 months?

| | | <u> Aug '09</u> | <u> Aug '10</u> | Feb '11 | <u> Aug '11</u> | Feb '12 | <u> Aug '12</u> | March '13 | <u> Aug '13</u> |
|----|------------------------|-----------------|-----------------|---------|-----------------|---------|-----------------|-----------|-----------------|
| 1. | Yes | 22% | 21% | 17% | 16% | 13% | 13% | 12% | 8% |
| 2. | No | 78% | 79% | 83% | 84% | 87% | 87% | 88% | 92% |
| 3. | Don't Know/Refused DNR | <1% | 0% | <1% | <1% | 0% | 0% | <1% | <1% |

IF Q28:1 ASK:

N=49

29. Was the police station in your neighborhood?

| | | <u>IVIAICII 13</u> | Aug 13 |
|----|-----------------|--------------------|--------|
| 1. | Yes | 51% | 54% |
| 2. | No | 39% | 27% |
| 3. | DK/ Refused DNR | 10% | 20% |

March 112

Aug 112



IF YES ON Q17, 22, OR 28, READ INTRO AND THEN ASK Q30-31 AS APPROPRIATE

Now, thinking some more about the contact you have had with the New Orleans police department recently, I am going to read you each of the ways you said you have been in contact with the department one at a time. For each one I would like you to tell me about the attitude and courtesy of the New Orleans police Department employee you had contact with.

As I read each one, please tell me if you recall that New Orleans police department employee as being ROTATE pleasant and courteous or rude and unpleasant END ROTATION.

IF PLEASANT/UNPLEASANT, ASK:

And would you say that person was VERY (pleasant and courteous/rude and unpleasant) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

| • | , , <u> </u> | · · · · · · · · | | Very | Somewhat | Neither /Neutral | Somewhat | Very | | DK/ Ref |
|-------------|----------------------------------|-----------------|-------------------|----------------|----------------|---------------------|------------------|------------------|---------------------|-----------|
| | | | Total Pleasant | Pleasant 1. | Pleasant 2. | DNR 3. | Unpleasant 4. | Unpleasant 5. | Total Unpleasant | DNR 6. |
| | | <u>Aug '09</u> | 53% | 27% | 26% | 15% | 9% | 16% | 25% | 7% |
| IE 017 | 7:1 OR 22:1, ASK | Aug '10 | 75% | 52% | 24% | 6% | 6% | 9% | 15% | 3% |
| N=188 | | Feb '11 | 77% | 44% | 32% | 4% | 7% | 8% | 15% | 4% |
| 30. | Officers of the New | <u>Aug '11</u> | 77% | 48% | 29% | 6% | 4% | 9% | 13% | 4% |
| | Orleans Police Department you | Feb '12 | 71% | 46% | 25% | 9% | 4% | 9% | 14% | 5% |
| | met outside of a police station | Aug '12 | 80% | 51% | 30% | 6% | 4% | 4% | 8% | 6% |
| | | March '13 | 74% | 51% | 24% | 11% | 2% | 6% | 8% | 6% |
| | | <u>Aug '13</u> | 72% | 41% | 31% | 6% | 7% | 11% | 18% | 4% |
| | | Aug '09 | 77% | 41% | 36% | 8% | 9% | 2% | 11% | 4% |
| | | <u>Aug '10</u> | 51 % | 28% | 23% | 20% | 8% | 12% | 20% | 8% |
| | 3:1, ASK | Feb '11 | 71% | 38% | 33% | 5% | 6% | 7% | 13% | 11% |
| N=49 31. | Employees at New | <u>Aug '11</u> | 72% | 46% | 25% | 6% | 7% | 5% | 13% | 10% |
| 51. | Orleans Police | Feb '12 | 57% | 38% | 19% | 19% | 6% | 8% | 13% | 10% |
| | Stations | <u>Aug '12</u> | 59% | 42% | 17% | 12% | 9% | 6% | 15% | 14% |
| | | March '13 | 62% | 43% | 20% | 12% | 5% | 15% | 19% | 6% |
| | | <u>Aug '13</u> | 80% | 52% | 28% | 11% | 2% | 2% | 4% | 6% |



Now, thinking about a local crime-reducing effort...

32. Would you say you are ROTATE familiar or unfamiliar END ROTATION with Crimestoppers, the citizen-run anonymous tip line that offers cash rewards for information about felony crimes?

IF FAMILIER/UNFAMILIAR, ASK:

And would you say you are VERY (familiar/unfamiliar) or just SOMEWHAT (familiar/unfamiliar)?

| | TOTAL FAMILIAR | <u>Aug '12</u> 88% | March '13 79% | <u>Aug '13</u> 84% |
|----|---------------------|-----------------------|------------------|-----------------------|
| | TOTAL UNFAMILIAR | 10% | 17% | 14% |
| 1. | Very Familiar | 45% | 47% | 44% |
| 2. | Somewhat Familiar | 42% | 32% | 39% |
| 3. | Never Heard of DNR | 2% | 3% | 2% |
| 4. | DK/Refused DNR | 0% | 1% | 1% |
| 5. | Somewhat Unfamiliar | 6% | 8% | 6% |
| 6. | Very Unfamiliar | 5% | 9% | 8% |

IF Q32=1-2, ASK:

N=501

If you had information about a felony crime, would you call Crimestoppers to anonymously share what you knew with law enforcement?

IF YES/ NO, ASK:

And, would you say you DEFINITELY (would/would not) call or PROBABLY (would/would not) call Crimestoppers?

| | TOTAL WOULD | <u>Aug '12</u> 90% | March '13 90% | Aug <u>'13</u> 91% |
|----|----------------------|-----------------------|------------------|-----------------------|
| | TOTAL WOULD NOT | 6% | 7% | 4% |
| 1. | Definitely Would | 82% | 79% | 74% |
| 2. | Probably Would | 8% | 10% | 17% |
| 3. | DK/Refused DNR | 4% | 4% | 4% |
| 4. | Probably Would Not | 2% | 4% | 4% |
| 5. | Definitely Would Not | 4% | 3% | 1% |



Now, thinking about the Sewage and Water Board...

34. Overall, are you ROTATE satisfied or unsatisfied END ROTATION with the operation and quality of services provided by the Sewage & Water Board?

IF SATISFIED/UNSATISFIED:

And, would you say you VERY (satisfied/unsatisfied) or just SOMEWHAT?

| | TOTAL SATISFIED | 45% |
|----|--------------------------|-----|
| | TOTAL UNSATISFIED | 50% |
| | | |
| 1. | Very Satisfied | 16% |
| 2. | Somewhat Satisfied | 29% |
| 3. | Undecided/DK/Refused DNR | 5% |
| 4. | Somewhat Unsatisfied | 19% |
| 5. | Very Unsatisfied | 30% |

35. As you may know, on October 19 of this year, voters will decide whether to change the way the Sewage & Water Board is governed. This change, in part, would remove City Council members from the Board; require that some Board members have relevant professional degrees and experience; and create a process whereby Board members will be nominated through a nominating committee made up of 7 university presidents and the leaders of the Urban League, the Regional Black Chamber of Commerce, and the New Orleans Chamber of Commerce.

Do you ROTATE support or oppose END ROTATION this change?

IF SUPPORT/OPPOSE:

Would you say you STRONGLY (support/oppose) this change or just SOMEWHAT (support/oppose) this change?

| | TOTAL SUPPORT | 72% |
|----|--------------------------|-----|
| | TOTAL OPPOSE | 14% |
| | | |
| 1. | Strongly Support | 46% |
| 2. | Somewhat Support | 26% |
| 3. | Undecided/DK/Refused DNR | 15% |
| 4. | Somewhat Oppose | 6% |
| 5. | Strongly Oppose | 7% |



36. If you have any doubt about this change, what would it be?

PROBE: What other reasons would you have for doubting this change?

SEE VERBATIM RESPONSES

Now, just a few more questions for statistical purposes...

37. What is the highest level of formal education you have completed?

| 1. | Less than high school graduate | 9% |
|----|--------------------------------|-----|
| 2. | High school graduate | 32% |
| 3. | Some College | 28% |
| 4. | College graduate | 15% |
| 5. | Post graduate | 15% |
| 6 | DK/Refused DNR | 2% |

38. What is your race?

| 1. | White | 34% |
|----|------------------------------------|-----|
| 2. | Hispanic, Mexican, Latino, Spanish | 5% |
| 3. | African-American | 56% |
| 4. | Asian | 3% |
| 5. | Other (specify) | 1% |
| 6. | Refused DNR | 1% |

39. How long have you been a resident of New Orleans?

| 1. | Less than 1 year | 1% |
|----|--------------------|-----|
| 2. | 1 to 4 years | 4% |
| 3. | 5 to 9 years | 7% |
| 4. | 10 to 15 years | 5% |
| 5. | More than 15 years | 83% |
| 6. | DK/ Refused DNR | 1% |

40. Do you own or manage a business in New Orleans? IF YES SPECIFY OWN/MANAGE

| 1. | Yes, own | 7% |
|----|------------------|-----|
| 2. | Yes, manage | 2% |
| 3. | DK / Refused DNR | <1% |
| 4. | No | 91% |



Please rate your likelihood to vote in the October 19, 2013 special election on a scale from zero to ten. Zero means you definitely won't vote in the election this October, five means you might or might not vote this 41. election, and ten means you will definitely vote in this election.

| 1. | Zero | 4% |
|--------|----------------|-----|
| 2. | One | 0% |
| 3. | Two | <1% |
| 4. | Three | 1% |
| 5. | Four | 1% |
| 6. | Five | 10% |
| 7. | Six | 1% |
| 8. | Seven | 2% |
| 9. | Eight | 7% |
| 10. | Nine | 4% |
| 11. | Ten | 67% |
| 12. | DK/Refused DNR | 3% |
| | | |
| Sex: B | BY OBSERVATION | |
| 1 | Male | 48% |

42. S

| 1. | Male | 48% |
|----|--------|-----|
| 2. | Female | 52% |

District: PRE-CODE 43.

| 1. | District 1 | 99 |
|----|------------|----|
| 2. | District 2 | 19 |
| 3. | District 3 | 17 |
| 4. | District 4 | 15 |
| 5. | District 5 | 89 |
| 6. | District 6 | 12 |
| 7. | District 7 | 16 |
| 8. | District 8 | 49 |